CITY OF CARLSBAD
CLASS SPECIFICATION

JOB SERIES: **INFORMATION TECHNOLOGY MANAGER**

DEPARTMENT: **POLICE DEPARTMENT**

Distinguishing Features and Summary Description:

Under the general direction of the Police Captain, the Public Safety Information Technology Manager (PSITM) is responsible for the management of the applications, systems/networks and staff that support Public Safety. The PSITM has considerable latitude and discretion to manage the Public Safety business applications, databases, and assigned systems/networks.

The public safety applications, systems and networks are the center of many of the Police and Fire operations, both at tactical and strategic levels. The PSITM is responsible to manage the implementation, integration, enhancement and maintenance of diverse public safety applications and systems/networks by ensuring the highest reliability and performance.

Essential Duties and Responsibilities: The following duties are typical for this position. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties from those listed below to meet the City's business needs and changing operating practices. Other duties may be required and assigned.

Manages group priorities, coordinates and reports department activities.

Helps in building relationships with various entities.

Determines and directs strategic planning related to the support of Public Safety, as well as assists in managing tactical responses.

Recruits, hires, evaluates and supervises assigned work of technical staff.

Provides guidance and assistance to staff and department users in the development, implementation and maintenance of systems and applications.

Ensures delivery of public safety technology solutions and services supporting Public Safety's strategic direction and/or technology roadmap(s).

Effectively delivers projects/initiatives, including capability to work in large cross-functional teams.

Facilitates the deployment of technology application projects.

Maintains and improves system stability.

Establishes best practices to be followed by technology staff.

Plans and coordinates processes required for the provision of public safety applications and systems.

Plans and facilitates meetings and presentations.

Authors, compiles and generates complex reports.

Prepares and monitors the public safety technology budget.

Communicates with all levels of the organization and elected officials.

KNOWLEDGE AND ABILITIES

- Technical competency in understanding elements of a system/application architecture, conceptual understanding of various components, while engaging both sides of the spectrum – internal and external business/architects and engineers/support staff.
- Strong knowledge of information technology capabilities and characteristics, software languages and applications, data base technology, web technologies and data security techniques related to public safety.
- Strong knowledge of systems and network capabilities and characteristics.
- Strong knowledge of the application of security practices, procedures and ongoing maintenance of security to relevant system.
- Conversant with the future direction of public safety applications and systems, how that direction will impact the department(s), and how future and current systems can be exploited for the benefit of the department(s).
- The ability to develop and evaluate business processes and strategies that support Public Safety's business goals and objectives in a cost effective method.
- Expert knowledge of Public Safety application software such as Computer Aided Dispatch (CAD) and other justice systems.
- Familiarity with database administration, particularly SQL Server and/or Oracle.
- Familiarity with web and enterprise application servers including administration, configuration, troubleshooting, performance tuning, preventative maintenance, implementation, and security procedures.
- Strong leadership, interpersonal, negotiation and communication skills; ability to foster a collaborative team environment and provide excellent customer service; ability to communicate effectively and respectfully to a diverse community.
- Excellent problem resolution and data analysis skills.

- Must be able to simultaneously manage multiple technology projects and support a number of customers.
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EDUCATION AN AND EXPERIENCE

A bachelor's degree in Computer Science, Information Technology, Management of Information Systems or equivalent. A minimum of 5 years experience managing major applications implementation projects and/or administration of moderate to large scale technology systems, with at least 3 years supervisory or management experience, preferably in technology in a public safety or government environment.

ESSENTIAL FUNCTIONS
The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Language Ability:

- Requires ability to compare, count, differentiate, measure, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data.
- Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations.
- Needs to be able to use a variety of descriptive data and information such as: a variety of plans; resolutions; maps; reports: computer software operating manuals; procedures; guidelines; and routine correspondence.
- Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with City personnel at all levels; consultants; vendors; and the general public.
- Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements:

- Needs to be able to operate equipment and machinery with some requiring rapid adjustments such as a computer keyboard and terminal. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.
- Must be able to remain seated for extended periods.   Needs to be able to perform frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.   Job entails occasional walking, standing, bending, stooping, climbing, reaching at and above shoulders, and twisting at the waist. On an infrequent basis, the incumbent must be able to squat and kneel.
- Work may involve occasional outdoor fieldwork. Overtime and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. Position involves support of a 24/7/365 days environment and/or duties to support the Safety Department or City emergency operations.
- There is some repetitiveness in program coding, a need for extreme accuracy, and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other City facilities when necessary.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the City and the needs of the City and requirements of the job change.

The City of Carlsbad is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

DATE APPROVED: August 2008